

Customer Wait Time: CWT measures the total elapsed time from the issuance of a customer order and the satisfaction of that order. In the current Army system, this begins when a requirement is transmitted from the unit level to the AWCF, and is satisfied when the unit receipts for the item(s) ordered. CWT will be reported in the format prescribed by DoD Instruction 4140.61(series).

Standard/Goal: Presently, no DoD/DA standard has been established for this metric, however, the FY 00 baseline was mean of 21 days.

R&A approach: Will look at Army to RIC level as it relates to mean, 50, 75 and 95 percent distribution and compare it to baseline data. Negative trends will be analyzed by reviewing number of requisitions, Source of Supply and IPG performance and reported to MACOM SSF representatives.

Proponent: DALO-SM